
FULL-TIME EMPLOYMENT OPPORTUNITY

Position Title: Eligibility Referral Supervisor 1
Location/Department: Job & Family Services/BenefitsPlus Division
Supervisor: Terry Perkins
Hourly Pay Rate: \$16.83
Pay Range: G
Classification: Full-time, Classified, Non-Exempt
Date Issued: July 31, 2015
Application Deadline: August 14, 2015 at 5:00 p.m.
This position is NOT in the Bargaining unit.

Position Description:

Directly supervises Eligibility Referral Specialists and Unit Support workers in the BenefitsPlus division. Assigns, monitors and reviews work; conducts staff training and performance evaluation; responds to grievances at appropriate level, responsible for enforcement of personnel policies and procedures; participates in disciplinary hearings, taking action or recommending appropriate action; interviews applicants and makes recommendation for staff selection. Works with administrators and other supervisors to develop policies and/or procedures to ensure compliance with applicable laws; trains employees.

Provides leadership and direction of the Benefits Plus main lobby/reception area, Prevention, Retention & Contingency (PRC) and Child Care programs. Oversees maintenance of case records for program eligibility determination; answers questions from the general public and other staff concerning unit operations; compiles and prepares data and statistical reports for review on the operation of the PRC and Child care programs and other duties of the team. Represent the division as the Client Affairs coordinator for customer complaints.

Responsible for implementation of state and federal regulations and procedures pertaining to programs. Clarifies information, answers questions and responds to customers with complaints.

Attends meetings, conferences, workshops and training sessions; may participate in state hearings; may serve as liaison between agency and service providers or community agencies; may be called upon to present information to outside groups such as schools and service organizations.

Minimum Qualifications:

Completion of undergraduate major core coursework in behavioral science or social science or related field. Also requires one year of experience in a position similar to a Quality Control Reviewer, or two years of experience in a position similar to an Eligibility Referral Specialist 2 or three years in a position similar to an Eligibility Referral Specialist 1. Also requires one year of experience or education dealing with conflict resolution, or education or training in an amount equal to the Minimum Qualifications listed above.

Preferred Requirements:

- Familiarity with TANF, SNAP, Medicaid PRC and Child Care program requirements.
- Demonstrated ability to work in a variety of computer programs.
- Demonstrated ability to represent the agency effectively and professionally.
- Demonstrated ability to supervise and manage assigned tasks and staff.
- Highly skilled and experienced in communicating effectively in writing and orally with elected and appointed officials, staff and public.
- Demonstrated ability to identify and effectively implement needed systems changes on a continuous improvement basis.
- Demonstrated experience in problem solving, change management, and conflict resolution.
- Demonstrated ability to manage diverse tasks.

Note: Additional consideration may be given for years and types of experience and education beyond the minimum and preferred qualifications, knowledge, skills, and abilities.

Unusual Working Conditions/Hazards:

The incumbent will interact with angry or hostile clients. The incumbent must possess a valid driver's license, required insurance, and maintain a safe and reliable vehicle that may be used in transporting employees or clients of JFS.

Benefits

- 12 Paid Holidays
- Ohio Public Employees Retirement (OPERS)
- Health, Dental, and Vision Insurance
- Disability and Life Insurance
- Tuition Reimbursement
- Sick and Vacation Leave
- Opportunities for Growth and Promotion

Interested applicants must submit a current resume along with a Clark County Employment Application. Please be sure to specify skills and experience applicable to the position for which you are applying. Applications are available at CCDJFS, OhioMeansJobs, or can be found on the Clark County website: www.clarkcountyohio.gov. Interested CCDJFS employees must submit a current resume and a letter of interest. Please note: Internal applicants no longer need to complete an Internal Application.

***Applicants needing accommodation for completing application or interview,
please contact the Human Resource department at 937.521.2018.**

CCDJFS is an Equal Opportunity/ADA Compliance Employer, M/F V/H
CCDJFS does not discriminate on the basis of race, color, national origin, ancestry, sex, genetic information, sexual orientation, religion, age, disability or military status.